

# GROUP HEALTH

## Cooperative of Eau Claire

PO BOX 3217 - 2503 North Hillcrest Parkway, Eau Claire, WI 54702

Phone Number: 715/552-4300 FAX Number: 715/552-3500

www.group-health.com

Type of Plan ..... Health Maintenance Organization  
 Total Number of Members ..... 24,880  
 Years of Operating Experience ..... 28  
 Total Number of Primary Care Physicians (PCPs)..... 135  
 Percentage of PCPs Accepting New Patients..... 100%  
 Percentage of Board Certified Specialty Care Physicians ..... 86%  
 Number of Hospitals Affiliated with Plan ..... 16  
 Number of Urgent Care Facilities..... 5  
 Number of Dentists ..... No Routine Dental Benefit

### ADDITIONAL INFORMATION

<b>Referral/Prior Authorization Requirements</b>	All specialty services require a written referral from a <b>GHC</b> primary care physician. A referral is not necessary for chiropractors or optometrists, but members must use participating providers.
<b>Medicare Claims Procedure</b>	Our Medicare claims process is fully automated. When you use a <b>GHC</b> participating provider, you do not have to submit any claims or do any paperwork.
<b>Prescription Drug Policy</b>	<b>GHC</b> uses a drug formulary containing over 600 distinct products. Drugs not listed on the formulary require prior authorization from the medical director.
<b>Dispensing Policy</b>	As mandated by DETF, prescriptions may be dispensed in up to a 30-day supply for one copayment. At the discretion of the physician and pharmacist, up to a three month supply may be dispensed for multiple co-payments, provided the medication is on the GHC extended supply list.
<b>Mail Order</b>	Mail prescription service is available at any provider pharmacy.
<b>Disposable Diabetic Supplies Procedure</b>	Disposable diabetic supplies should be purchased from a plan pharmacy. Members are responsible for the 20% coinsurance up to the annual maximum. Mail-order service is available with these same payment provisions.
<b>Outpatient Mental Health Network/Policy</b>	No referral is required for services received from a <b>GHC</b> participating provider.
<b>24-Hour Nurse Line</b>	Our toll-free FirstCare Nurse Line (800-586-5473) is staffed 24 hours a day, 7 days a week by registered nurses to help members make decisions about going to the emergency room, urgent care, treatment at home or making an appointment with a physician.
<b>PCP Restrictions</b>	Members can change provider/clinic twice a year. Primary care includes: Family Practice, Pediatrics, Internal Medicine & OB/GYN
<b>Dental Benefits Provided</b>	No routine dental coverage provided.

## ADDITIONAL INFORMATION

<b>Quality Improvements Initiatives</b>	<ul style="list-style-type: none"> <li>• Offer a voluntary program to help members manage their diabetes and asthma care.</li> <li>• Provide reminders to member regarding immunizations, mammograms, diabetes and asthma care, and cervical cancer screenings.</li> <li>• A live answer rate of less than 15 seconds for Member Services Representative calls.</li> </ul>
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Counties in Service Area	Hospitals in County	Major Providers in County *
Barron	Lakeview Medical Center Cumberland Memorial Hospital	Marshfield Clinic (Indianhead, Lakewoods Family, Lake Country) Center Turtle Lake Medical Clinic Cumberland Medical Clinic
Chippewa	St. Joseph's Hospital Victory Medical Center	Family Health Associates Marshfield Clinic (Chippewa, Cadott, Cornell) Center Victory Medical Group Stanley Center Family Medical Clinic of Stanley
Clark		Marshfield Clinic Thorp Center Victory Medical Group (Thorp, Owen-Withee) Center
Dunn		Marshfield Clinic Menomonie Center
Eau Claire	Sacred Heart Hospital	Marshfield Clinic (Oakwood, Riverview Eau Claire) Center Eau Claire Family Medicine Clinic Augusta Family Medicine Clinic
Rusk	Rusk County Medical Center	Marshfield Clinic (Ladysmith, Bruce) Center
Sawyer		Marshfield Clinic Radisson Center
St. Croix	Baldwin Hospital	
Trempealeau	Osseo Area Hospital	Osseo Medical Clinic